

Meeting of:	Cabinet
Date of Meeting:	Monday, 21 June 2021
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Housing & Building Services Responsive Repairs, Maintenance, Voids, Welsh Housing Quality Standard and Small Projects Framework
Purpose of Report:	To request Cabinet approval to procure and award delegated authority to accept the most advantageous tender and execute the contract for a Housing and Building Services Responsive Repairs, Maintenance, Voids, Welsh Housing Quality Standard and Small Projects Framework
Report Owner:	Cabinet Member for Housing and Building Services
Responsible Officer:	Miles Punter - Director of Environment and Housing Services
Elected Member and Officer Consultation:	No individual ward Member consultation as the report outcomes affect all wards Officers Consulted- Housing Accountant, Procurement Officer Head of Housing Operational Manager Building Services
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> • This report brings to the attention of Cabinet the proposed procurement and award of the Housing & Building Services Responsive Repairs, Maintenance, Voids, WHQS and Small Projects Framework. • This report seeks delegated authority for the Director of Environment and Housing Services and the Head of Finance, in consultation with the Cabinet Member for Housing and Building Services, to accept the most advantageous tender bid and execute the framework contract. 	

Recommendations

1. That authority be given to tendering a value for money framework contract for the “Housing & Building Services Responsive Repairs, Maintenance, Voids, WHQS and Small Projects Framework” through sell2wales.
2. That Cabinet delegates authority to the Director of Environment and Housing Services and the Head of Finance, in consultation with the Cabinet Member for Housing and Building Services, to accept the most advantageous tender bids for each framework lot and award this framework in accordance with the Council’s Contract Standing Orders.
3. That Cabinet delegates authority to the Monitoring Officer / Head of Legal and Democratic Services to execute the framework contracts.

Reasons for Recommendations

1. To ensure that the Council delivers the Housing & Building Services Responsive Repairs, Voids & WHQS Internals Framework in a cost-effective way, with high quality services & products being installed on or in our Council housing.
2. To ensure that the Council meets the requirements of its financial regulation and Contract Standing Orders
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2. Background

- 2.1 Between 2012 and 2019, the Housing & Building Services team used the Welsh Housing Quality Standard (WHQS) major improvement works framework contractors to undertake planned internal components replacement works e.g. installing replacement kitchens and bathrooms, rewiring properties and installing new central heating and hot water systems.
- 2.2 During this period the Housing & Building Services voids team were also able to use the WHQS Major Improvements Works framework contractors to undertake WHQS improvement works when internal resources were not able to deliver complex or large numbers of void properties.
- 2.3 Currently the Housing & Building Services Responsive Repairs team have to obtain three quotes before engaging contractors to undertake responsive repair works when existing resources are unable to meet demand or the works are outside the team’s skill set. This on occasion has extended response times.
- 2.4 At the end of the major improvement programme the Council moved into the WHQS maintenance phase, whereby year on year various property components will be due for replacement. This framework will support Housing & Building

Services to ensure the Council maintains WHQS compliance and a quality responsive repairs service.

3. Key Issues for Consideration

- 3.1** The introduction of this Housing & Building Services Responsive Repairs, Maintenance, Voids, WHQS and Small Projects Framework will be available for 3 years (with the option to extend a further year) and will ensure Housing and Building Services outsourced investment for internal capital, voids, and responsive repairs works represent value for money for tenants for up to the next 4 years.
- 3.2** It will also reduce the need for several smaller individual procurement exercises to be undertaken. Thereby, reducing administration costs and releasing officer time to devote to contract management.
- 3.3** The introduction of contractors to support the Housing and Building Services voids team to improve our void property performance and will assist in meeting operational targets set for 21/22 for re-lets.
- 3.4** There are over 50 properties identified during 2021/22 where tenants who have previously refused a kitchen or bathroom replacement have now changed their minds and would like their kitchen or bathroom to be upgraded. This framework will help assist the Housing Development and Investment Team to deliver this year's and future years replacement programmes once Covid-19 control measures lift.
- 3.5** It is proposed to split the framework into three lots, with Lot one and Lot two covering Responsive Repairs and Maintenance. Lot one will seek to appoint three contractors for Barry and surrounding areas, with Lot two also appointing three contractors covering the rural Vale. Lot three will seek to appoint two contractors to cover Voids, WHQS and small projects.
- 3.6** Interested parties may bid for one, two or all three Lots, but a bidder will only be awarded a maximum of two Lots.
- 3.7** If approved, the framework will be procured on Sell2Wales using a two-stage tender process. Stage one whereby tender bids have to pass a prequalification questionnaire (PQQ) and stage two Invitation to Tender (ITT) where each tender bid will be assessed against 60% price and 40% quality.

4. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 4.1** Looking to the long term - As a result of the Housing & Building Services Responsive Repairs, Maintenance, Voids, WHQS and Small Projects Framework being introduced our housing stock will be maintained to ensure the life and quality of our properties. As well as providing compliant WHQS home for our tenants into future years.
- 4.2** Taking an integrated approach - The procurement of the Housing & Building Services Responsive Repairs, Maintenance, Voids, WHQS and Small Projects Framework will be undertaken via consultation with our Tenants Quality Design Forum (QDF), Capital Projects, Voids and Responsive Repairs teams.
- 4.3** Involving the population in decisions - During the procurement of the Housing & Building Services Responsive Repairs, Maintenance, Voids, WHQS and Small Projects Framework a representative of the Housing Quality Design Forum will be kept abreast of the tender process and at interview stage will be able to question the contractor(s) about issues that are important to tenants when contractors work on, in and around their homes.
- 4.4** Understanding the root causes of issues and preventing them - As a result of contracting competent contractors to deliver works identified within the Housing & Building Services Responsive Repairs, Maintenance, Voids, WHQS and Small Projects Framework it should minimise the risk of poor workmanship, latent defects and ensure a quality product is installed on or in our housing stock along with excellent customer services for the duration of the framework.
- 4.5** This proposal will assist in delivering a number of corporate objectives such as:
Objective 3: To support people at home and in their community.
Action: 11 – increase the supply of good quality, accessible & affordable housing by working in partnership to address housing need.

5. Resources and Legal Considerations

Financial

- 5.1** Budgets have been identified within the HRA Business Plan and approved by Council for 21/22, (22nd February 2021 Cabinet minute C495). The framework has an estimated value of £3.5m (total of all three lots) across the 4years (3+1) and will be funded from existing HRA budget capital and revenue budgets.

Employment

- 5.2** There are no other resource issues to report. As part of the framework there will be community benefits written into the contract which includes apprenticeships.

Legal (Including Equalities)

- 5.3** Checks will be made against successful contractors to ensure they meet the Modern Slavery requirements and have processes in place to satisfy GDPR requirements. All works will be carried out in accordance with Building Regulations and the Construction Design and Management Regulation 2015.

6. Background Papers

None.